

Our procurement processes and the management of our supplier relationships are conducted using SAP's Ariba and Fieldglass systems.

- These cloud-based, self-serve systems enable us to collaborate with suppliers while providing ease of access for suppliers to ensure their information and documentation is current.

SAP Ariba Lifecycle and Performance (Ariba SLP)

Suncor uses SAP's Ariba SLP module for our supplier management processes. Suppliers will use Ariba SLP to keep their company information and documents up to date.

Why do suppliers need a SAP Ariba account to work with Suncor?

To do business with Suncor and participate in sourcing events, all suppliers, no matter your supplier relationship with Suncor (goods or services), are required to have an SAP Ariba account.

No cost to suppliers

There is no cost to suppliers to transact with Suncor on SAP's Ariba or Fieldglass platforms. Our procurement system is buyer funded.

What about Ariba Discovery?

Suncor is on SAP's Ariba Discovery network, however, only until we initiate the process with suppliers to complete the pre-qualification, registration, and qualification processes, will the supplier's Ariba account be connected to Suncor.

The supplier registration process begins when Suncor sends an email to the business contact we have on file for your company to create a Suncor Ariba account.

To work with Suncor, each supplier must:

1. Assign a designated SAP Ariba account administrator from your company. These designated administrators are required to:
 - manage company information and documentation
 - receive important and timely communication from Suncor
2. Have one Ariba Network ID (ANID) to complete the registration and management process.
 - Your ANID is your company's account number for SAP Ariba.

All service providers require SAP Ariba and Fieldglass accounts and a designated administrator for both platforms.

Does your organization already have a SAP Ariba account?

If yes, a new account does not have to be created. Your company's Ariba Administrator is the best person to contact for assistance.

SAP Ariba account administrators

Learn more from SAP about what should be considered in [selecting the right account administrator](#) for your company.

Interested in doing business with Suncor?

Please refer to our [intake process for potential new suppliers](#).

Account Creation

- Step 1: Initiating the process [Page 4](#)
- Step 2: Sign up or Log in to SAP Ariba..... [Page 5](#)
- Step 3: Create your Suncor SAP Ariba company account [Page 6](#)
- Step 4: Set up your user profile and preferences..... [Page 7](#)
- Step 5: Create your company profile..... [Page 8](#)

Registration

- Step 1: Initiating the process [Page 9](#)
- Step 2: Completing the registration questionnaires (i.e., banking)..... [Page 10](#)

Account Management

- Add users to SAP Ariba [Page 11](#)
- How to assign questionnaires to users [Page 14](#)

FAQs [Page 16](#)

Getting help [Page 17](#)

Ariba Account Creation

Step 1: Initiating the process

Suncor will initiate the registration process by sending questionnaire to the email address provided to Suncor.

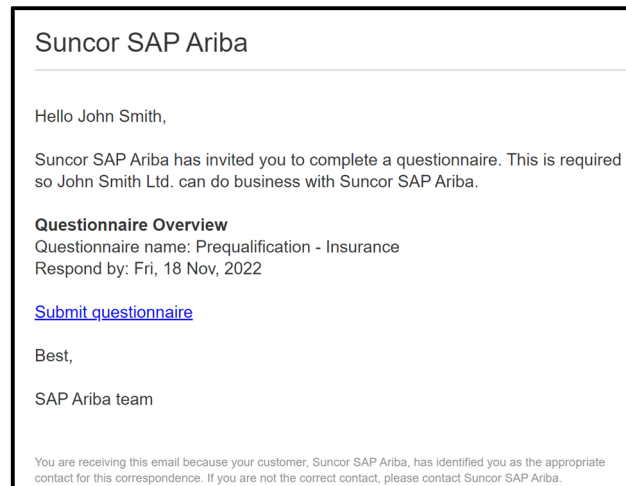
Check your junk or spam folder if you do not see this email in your inbox.



*Here is an example
of the email-you will receive*

Step 1

Select **Submit questionnaire**



Ariba Account Creation

Step 2: Sign up or Log in to SAP Ariba

The first time you select **Submit questionnaire** you will be taken to Ariba Sign up Log in page.

Step 2

Select **Log in** or **Sign up**

The screenshot shows the SAP Ariba 'Sign up or Log in' page. The page header includes the SAP logo and 'Ariba Proposals and Questionnaires'. Below the header, it says 'Welcome, John Smith'. A yellow banner contains the text 'Have a question? Click here to see a Quick Start guide.' The main content area is titled 'Sign up as a supplier with Suncor Energy Services, Inc on SAP Ariba.' and contains instructions: 'Suncor Energy Services, Inc uses SAP Ariba to manage procurement activities. Create an SAP Ariba supplier account and manage your response to procurement activities required by Suncor Energy Services, Inc.' There are two buttons: 'Log in' and 'Sign up'. Red boxes highlight these buttons. Arrows point from the 'Log in' button to the text 'If you are already an Ariba user, you can sign in using your existing credentials' and from the 'Sign up' button to the text 'New to Ariba click on sign up to register'. Below the buttons, there is a section titled 'About Ariba Network' with a paragraph and two bulleted lists of benefits.

Log in

Sign up

If you are already an Ariba user, you can sign in using your existing credentials

New to Ariba click on sign up to register

About Ariba Network

The Ariba Network is your entryway to all your Ariba seller solutions. You now have a single location to manage all of your customer relationships and supplier activities regardless of which Ariba solution your customers are using. Once you have completed the registration, you will be able to:

- Respond more efficiently to your customer requests
- Work more quickly with your customers in all stages of workflow approval
- Strengthen your relationships with customers using an Ariba Network solution
- Review pending sourcing events for multiple buyers with one login
- Apply your Company Profile across Ariba Network, Ariba Discovery and Ariba Sourcing activities

Moving to the Ariba Network allows you to log into a single location to manage:

- All your Ariba customer relationships
- All your event actions, tasks and transactions
- Your profile information
- All your registration activities
- Your contact and user administrative tasks

Ariba Account Creation

Step 3: Create your Suncor SAP Ariba company account

Step 3

Fill in the fields with your company/account information (as shown below).

Note: The first person from your company to create your company's account automatically becomes the account administrator. At any time, the administrator account can be reassigned to another user in your company (search "How do I change the administrator user" in the [SAP Ariba Help Center](#) for more information).

Company Name

Enter the full legal entity name for your company

The screenshot shows a web form titled "Create account" with a "Create account and continue" button and a "Cancel" button. Below the title is a sub-header "Company information" and a note: "First, create an SAP Ariba supplier account, then complete questionnaires required by Suncor Energy Services, Inc." A legend indicates "* Indicates a required field". The form fields are: Company Name: * (text input with "John Smith Ltd."), Country/Region: * (dropdown menu with "Canada [CAN]"), Address: * (text input with "150 - 6 Ave SW"), Line 2 (text input), Line 3 (text input), City: * (text input with "Calgary"), Province: * (dropdown menu with "Alberta [CA-AB]"), and Postal Code: * (text input with "T2P 3E3").

Address

If your company has more than one office, enter the main office address. You can enter more addresses such as your shipping, billing or other addresses later in your company profile.

Ariba Account Creation

Step 4: Set up your user profile and preferences

Step 4

Fill in the fields and select your language preference

User account information

** Indicates a required field*

[SAP Business Network Privacy Statement](#)

Name: *

Email: *

Use my email as my username

Username: * Must be in email format(e.g john@newco.com) ⓘ

Password: *

Language:

Email orders to: * Customers may send you their orders through Ariba Network. To send orders to multiple contacts in your organization, create a distribution list and enter the email address here. You can change this anytime.

Passwords must contain a minimum of eight characters including upper and lower case letters, numeric digits, and special characters. ⓘ

Ariba Account Creation

Step 5: Create your company profile

Step 5

- Select **Browse** to add all applicable product/service categories and ship-to/service locations
- Review the Terms of Use and SAP's Privacy Statement; then select "I have read..." check boxes
- To complete the set up of your Suncor SAP Ariba account, select **Create account and continue**
- Once Suncor has approved the supplier's pre-qualification questionnaires, the supplier will receive an invitation to register with Suncor. Go to Registration for more information on how to complete these steps.

Tell us more about your business

Product and Service Categories:*

-or- [Browse](#)

Ship-to or Service Locations:*

-or- [Browse](#)

Tax ID: Enter your Company Tax ID number.

DUNS Number: Enter the nine-digit number issued by Dun & Bradstreet. ⓘ

I have read and agree to the [Terms of Use](#)

I hereby agree that SAP Business Network will make parts of my (company) information accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings. Please see the [SAP Business Network Privacy Statement](#) to learn how we process personal data.

Registration

Step 1: Initiating the process

Once Suncor has approved your company's account creation, an invitation to register with Suncor SAP Ariba will be sent.

From your company's Suncor SAP Ariba account, you will access and complete two questionnaires to complete the registration process - "Supplier registration questionnaire - External" and "Banking Questionnaire".

Example of the invitation to register with Suncor SAP Ariba email you will receive.

Step 1

Select **Click Here** to sign in and access the registration questionnaires.

Suncor SAP Ariba

Register as a supplier with Suncor SAP Ariba

Hello!

Suncor has invited you to register to become a supplier with Suncor SAP Ariba. Start by creating an account with Ariba Network. It's free.

Suncor SAP Ariba uses Ariba Network to manage its sourcing and procurement activities and to collaborate with suppliers. If John Smith Ltd. already has an account with Ariba Network, sign in with your username and password.

[Click Here](#) to sign in

Banking questionnaire

Use the quick reference guides below when setting up your company's banking profile(s).

Note: if your company will bill from different countries, complete a banking profile for each country.

- [Canada](#)
- [United States](#)
- [United Kingdom](#)

If your company is located outside of Canada, United Kingdom or the United States, create a ticket with our [Supplier Help team](#) and provide all relevant information so we can better respond.

Certificate of incorporation and proof of tax

Government issued documents must be provided.

Reminder

All requested company documents must have the company logo and legal name on each page, and submitted in PDF format.

- Login to the [SAP Ariba Portal](#)
 - In the top right corner, click on your initials
 - Select **Settings** to open the drop-down menu
 - Then select **Users**
- [Continued on next page](#)*

Did you know?

Up to 250 users can be added to your Suncor Ariba company account.

The screenshot shows the SAP Ariba portal interface. At the top right, the user's initials 'JS' are highlighted with a red box. A dropdown menu is open, showing the user's name 'John Smith', email 'johnsmith@hotmail.com', and various account management options. The 'Users' option under 'ACCOUNT SETTINGS' is highlighted with a red box. The 'Settings' option at the bottom of the dropdown is also highlighted with a red box. Arrows point from these red boxes to the 'Did you know?' text box.

ACCOUNT SETTINGS

- Users
- Notifications
- Account Hierarchy
- Account Type Change Log

SOURCING & CONTRACTS SETTINGS

- Sourcing & Contracts Notifications

John Smith
johnsmith@hotmail.com

- My Account
- Link User IDs
- Contact Administrator
- Switch To Test ID
- John Smith Ltd.
ANID: AN11143724815
Standard account
- Company Profile
- Service Subscriptions
- Settings >
- Logout

Here is where you manage all your users and roles in Ariba

- Select **Manage Users**, then select the **+** icon to add a new user

Continued on next page

Account Settings

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration Account Type Change Log

Manage Roles **Manage Users** Manage User Authentication Revoked Users More...▼

Users (3)

Enable assignment of orders to users with limited access to Ariba Network. ⓘ

Filter

Users (You can only search on one attribute at a time)

Username ▼ Enter username +

Apply Reset

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
<input type="checkbox"/>	suzybrown@gmail.com	suzybrown@gmail.com	Suzy	Brown	No	Advisor		All(0)	Yes	Actions ▼
<input type="checkbox"/>	bobpaul@gmail.com	bobpaul@gmail.com	Bob	Paul	No	Advisor		All(0)	Yes	Actions ▼

Account Management

Continued: Add users to SAP Ariba

- Enter the **Username, Email Address, First/Last Name**
- Select applicable **Role** and **Customer Assignments** based on the needs of your organization
- Select **Done** when finished
- The new user will receive an email from Ariba to log in and create a password.

Create User Done Cancel

Create a new user account and assign a role and if needed assign them to a business unit. Ariba will email a temporary password to the address provided for the new user account. The account information entered here will not be modifiable after you click Done. However, you can modify role assignments at any time.

New User Information

Username:* ⓘ

Email Address:*

First Name:*

Last Name:*

Do not allow the user to resend invoices to the buyer's account. ⓘ

This user is the Ariba Discovery Contact ⓘ

Limited access ⓘ

Office Phone: Country: Area: Number:

Role Assignment

Name	Description
<input type="checkbox"/> Advisor	

Customer Assignment

Assign to Customer: All Customers Select Customers

Account Management

How to assign questionnaires to users

When completing a questionnaire, you can use **Response Team** to assign questions to others in your organization.

Note: There are **limitations** when using Response Teams. SAP Ariba Sourcing does not allow more than one response team member to submit a response at the same time. However, response team members can access events, view messages, and view the **Response History** page at the same time. [Follow this link](#) for more information about using **Response Teams**.

- To view or add response team members, first open the questionnaire, and select **Response Team**.
[Continued on next page](#)

The screenshot displays the SAP Ariba Sourcing interface for a questionnaire titled "Doc3793993537 - Prequalification". The top navigation bar includes "Company Settings", "John Smith", "Feedback", "Help", and "Messages". The main content area is divided into a left sidebar and a main panel. The sidebar contains "Event Messages", "Event Details", "Response History", and "Response Team" (highlighted with a red box and an orange arrow). Below the sidebar is a section for "Event Contents" with a sub-section for "All Content". The main panel shows a list of questions under the heading "All Content". The questions are:

Name ↑	
1 Are you registered with Worker's Compensation Board (WCB) or the equivalent in your jurisdiction?	* Unspecified ↓
3 Does your company have a documented Safety Policy in place signed and endorsed by leadership?	* Unspecified ↓
5 Does your company have a documented training and competency assurance program to ensure personnel are qualified to perform this work?	* Unspecified ↓
7 Does your company have a documented Environmental/Waste Management Policy?	* Unspecified ↓

(*) indicates a required field

At the bottom of the main panel, there are four buttons: "Submit Entire Response", "Save draft", "Compose Message", and "Excel Import".

Account Management

Continued: How to assign questionnaires to users

1. Select **Add** then **Add Team Members**
2. Select the team member(s) you want to add to the Response Team and click **OK**

The next time the user logs in to their SAP Ariba account, they will see the questionnaires assigned to them on their Suncor Ariba dashboard.

Step 1

Step 2

Add Team Members

<input type="checkbox"/>	Name ↑	Email Address
<input type="checkbox"/>	Bob Paul	bobpaul@gmail.com
<input type="checkbox"/>	Suzy Brown	suzybrown@gmail.com

Getting started

Our company already has a SAP Ariba account, do we need to create a new account?

No, you can use your current account.

Who do we contact about registration questions?

See [Getting help](#) for more information.

Suncor SAP Ariba account management

What is the role of the account administrator?

Key tasks include:

- Responsible for account setup/configuration and management
- Primary point of contact for users with questions or problems
- Creates users and assigns roles/permissions

Refer to the [SAP Ariba Help Center](#) for more information about setting up or managing your company's SAP Ariba Account.

How many users from our company can be set up to transact with Suncor on Ariba?

Up to 250 users can be set up.

How do I contact my company's account administrator?

- Sign in to your [Ariba account](#)
- In the top right corner of the page, click [user initials].
- Select **Contact Administrator**

How do we update company information, including our company's email address?

Changes must be made by your account administrator:

- Sign in to your [Ariba account](#)
- In the top right corner of the page, click [user initials]
- Select **Company Profile**
- Update any necessary fields in the **Basic tab**
- Click **Save**

What if extra banking was added in error?

- Sign in to your [Ariba account](#)
- Select **Revise Response**
- Select **Delete** on each Banking information/section that needs to be removed

The following channels are available to answer your questions.

Technical and account management support

[SAP Ariba Help Center](#)

- Select **SAP Business Network** then **Contact us**
- Or search the [Help Center](#) for additional supplier support resources, including tutorials and FAQs.

Completing questionnaires

For issues with questionnaires after logging into SAP Ariba, create a ticket with our Supplier Help team and provide all relevant information so we can better respond.

[Supplier Help](#)